



GRAND TRAVERSE COUNTY, MI SUPPORT SERVICES SPECIALIST JOB DESCRIPTION

Title:	SUPPORT SERVICES SPECIALIST –Veterans Affairs
GENERAL SUMMARY <p>Primary function of this job is to provide varied and complex administrative office support and customer service assistance, requiring significant knowledge of and experience with departmental activities and programs. Employees work as part of a team and are responsible for ensuring that the team meets its objectives.</p> <p>Employees must meet the minimum requirements, conditions of employment, and be able to perform successfully all essential duties and responsibilities with or without reasonable accommodations.</p> <p>This position may require travel by the employee in the employee's own vehicle.</p>	
PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following) <ul style="list-style-type: none">• Provides outstanding customer service via phone, email, online and in-person. .• Manage front desk reception area.• Manages large amount of incoming calls and client assistance inquiries.• Answers questions and supplies detailed information both in person and on the phone to clients, other staff, other service agencies, as well as federal and state agencies and officials.• Identifies and assesses client's needs to achieve satisfaction.• Assist Veteran Service Officers in assigned area of responsibility, including compiling information, organizing paperwork, providing information, and coordinating with outside agencies.• Provides general assistance to Veterans, dependents, and survivors with VA benefits.• Processes, compiles, researches, and analyzes information, and prepares and verifies reports, correspondence, and other documents utilizing applicable software, within established procedures.• Provides comprehensive customer service, including delivery of accurate, prompt, and courteous assistance on complex policies, guidelines, and standard practices to internal and external customers, both verbally and in writing.• Directs unresolved issues to correct department employee.• Monitors and maintains appropriate levels of supplies and materials in support of unit operations and activities.• Sorts, files, and maintains materials and filing systems (paper, computer or imaging), retrieves file materials, and keeps a record of file movement.• Schedules and maintains department calendars.• Schedules and maintains transportation reports.• Participates in/on a variety of meetings, which may include scheduling, preparing agendas, and taking and distributing meeting minutes.• Uses a wide variety of office machines such as printers, personal computers, facsimile machine, postage machine, adding machine, scanners, and copiers.• Provides accurate, valid and complete information by using right method/tools.• Ability to maintain confidentiality of sensitive and personal client information.• Any other duties as assigned.	



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EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Graduation from High School, or G.E.D.
- Two to four years related experience.
- College level course work in a related field may substitute for up to one year of experience

CERTIFICATIONS, LICENSES (minimum requirements)

Depending on area of assignment, some positions may require:

- Notary Public designation;
- Training, Responsibility, Involvement and Preparation of Claims (TRIP) certification for Vetraspec Access. (may attain within one month of hire)

Valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check will be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include, but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Work involves gathering and analyzing information to determine the best course of action, based on general guidelines or rules of operations. This requires the use of judgment to choose alternatives, many of which may be correct, but one is better than another depending on the situation. Errors at this level could cause serious, but short-term consequences involving significant financial impact or cost, reduced service to the public, and/or strong negative citizen reaction requiring intervention from a higher-level manager and could impact others outside of the department.

Compared to the Office Associate classification, work is more complex requiring more department specific experience and knowledge.

Duties and responsibilities may change depending on assigned department.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel

May be required to lift/move up to 50 pounds (such as a box of paper)

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.



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- Ability to remain calm under pressure
- Ability to handle stress
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Specialized knowledge related to the department or function
- Ability to detect errors, determine causes, and make corrections as appropriate
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners and telephones
- High level ability to multi-task
- Skill in use of personal computer software, including spreadsheet development and word processing
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Skilled in researching and resolving problems in order to ensure compliance
- Ability to develop, layout and implement clerical procedures and operations from general instructions
- Ability to explain complex policies and processes in layman's terms
- Ability to coordinate meetings effectively and efficiently
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries
- Able to use County resources effectively and efficiently



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